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# Standardization of the Evidence of Coverage (EOC) Document

## Listening Sessions with Stakeholders

### AGENDA

#### **Welcome and Introductions** (HCFA)

#### **Status of EOC standardization, including history of how we got to a phased approach** (HCFA)

#### **Suggestions for improving the EOC** (led by EOC Contractor, Jeanne McGee, McGee & Evers Consulting, Inc)

Since Phase One of the project emphasizes improvements in format, and Phase Two emphasizes fine tuning of the language of the document, this sharing of suggestions emphasizes the topics that are most closely connected with format revisions.

We invite participants to bring copies of EOC documents and/or other information materials for Medicare beneficiaries to share as illustrations during this discussion of layout and other aspects of graphic design.

- A review of highlights from *Standardization of the Evidence of Coverage (EOC) Document: Project Overview*, a public document distributed prior to the meeting
- What is the purpose of the EOC, and how do beneficiaries and others use it?
- How well does the content of the model EOC fit with the purpose of the document and the ways in which it is used? Is there any content that should be dropped? Anything that should be added? Any content that should be changed?
- To help make the EOC easy for beneficiaries to understand and use, what sequence of topics seems to make the most sense?
- What type of page layout and overall “look” is appropriate for the EOC? What should the cover convey? How can we use the table of contents and other devices to make it easier for people to find the information they need?
- Other suggestions